

## CLAIMS

What is claimed is:

1. A method for processing an error in a service order in an accounts receivable system where the system includes a database that includes a plurality of error processing selection based on the error type. The database may also vary as a function of the payor for the service order. The system processes the error based on the determined error processing selection, comprising the steps of:
  - a) determining the error type of the error;
  - b) accessing a database including a plurality of error processing selection for different error types to determine the error processing selection for the determined error type; and
  - c) processing the error using the determined error processing selection.